

# 2556596

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately owned children's home. It is registered to provide care for up to two children who may have social and emotional difficulties.

The home registered with Ofsted in November 2019 and the manager registered in April 2022.

At the time of this inspection one child was living at the home.

### Inspection dates: 25 and 26 October 2023

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 24 May 2022

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/05/2022	Full	Requires improvement to be good
11/05/2021	Full	Inadequate

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Since the last inspection, one child has moved out of the home and returned home, and another child has recently moved into the home.

Staff ensure that children are welcomed into the home sensitively. The child currently living in the home has recently moved from another home in the company. Two staff members from the child's previous home have started working at this home. This provides the child with a good consistency of care.

The staff have created a home that is a warm and welcoming environment. The child's bedroom is personalised. At the time of this inspection, the home was beautifully decorated in preparation for celebrating Halloween. However, some attention is required to replace the rotten bath panel and shower tray in the family bathroom. Additionally, the conservatory roof requires updating. The manager has a schedule of work in place to address these things.

The child said they were happy living at the home and scored the home 10 out of 10. The child is provided with lots of opportunities to ensure that their views, wishes, and feelings are heard.

The child is well supported by staff in pursuing a range of hobbies and interests. Activities such as swimming, weekly horse-riding lessons and attending the local youth club have meant the child has taken part in experiences they enjoy, and they also keep the child healthy and active. Staff support the child to celebrate their successes. All achievements are recognised and praised. This helps the child to build confidence and have fun. Additionally, all these events are captured in memory books to help the child understand their life story.

The manager and staff work closely with local authorities and other agencies to meet the child's educational needs. The manager advocates to ensure that the child is provided with the right level of provision to meet their needs and help them succeed in life.

Feedback from professionals is complimentary. One professional said, 'The staff team are committed and invested in [name of child] and go above and beyond to support the child. There is effective information-sharing.' Another said, 'The staff team's communication is excellent; they always keep me up to date.'

Staff support the child to maintain a strong sense of belonging. Time spent with family is promoted and managed in the child's best interests. Consequently, the child spends good-quality time with family members to maintain relationships with people who are important to them. Additionally, the child benefits from support with understanding her identity. Recently, staff have supported the child to access a

specialist hairdresser and have bought specific hair products to encourage a good daily haircare routine.

Children's health needs are met. The child understands the importance of being healthy, and this is explored through regular conversations with staff. Staff work closely with partnership agencies. The child is registered with all the relevant services and has up-to-date health assessments.

Staff support the child through good-quality direct-work sessions. Staff are creative in completing individual work sessions that focus on important topics such as online safety, emotional well-being and personal hygiene. This helps the child to understand how to manage their emotions and the dangers that the internet can pose.

### **How well children and young people are helped and protected: good**

Safeguarding practice in the home is good. The child says they feel safe living in the home. The manager and staff take their safeguarding responsibilities seriously. Staff understand the importance of reducing risks and demonstrate a sound knowledge of safeguarding. Risk assessments are clear and identify all known risks. Risk assessments are regularly updated and provide the staff with effective strategies to manage behaviours and risks.

The use of effective strategies focuses on de-escalation to promote positive behaviour. Consequently, the number of physical restraints used is minimal, and any incidents of restraint are well documented and evaluated by the manager effectively. When sanctions are used, they are minimal, and staff take a restorative approach.

There are clear procedures in place in case the child was to go missing from home. However, there have been no incidents of the child being missing. Staff understand what they should do if this did happen and what action they should take when encountering a child protection concern.

Safer recruitment processes are robust. The manager ensures that all necessary checks are completed before staff start to work in the home. This helps to reduce the risk of harm to children.

Staff are trained in fire safety awareness. The child participates in regular fire drills. A detailed location risk assessment is in place. This considers local risks alongside the support needs of the child.

### **The effectiveness of leaders and managers: good**

The manager is suitably qualified. Staff say that the manager is approachable, professional and demonstrates strong leadership. She is child-centred and has high expectations and aspirations for the child and staff team.

Since the last inspection, there have been several changes in the staff team. This has brought about some positive changes. Staff say that they feel there is a consistent approach in place that benefits the child. There is a strong ethos of teamwork, and staff provide children with high-quality care.

Monthly team meetings and daily handovers provide staff with a good forum to share information about the children's plans and progress. All new staff receive a good-quality induction; they familiarise themselves with policies, procedures and children's case records. New staff are given opportunities to shadow team members when they first join the team.

Staff benefit from regular supervision, which is focused on the child's needs and safeguarding matters. These discussions provide staff with the opportunity to reflect on and improve their practice. There is a wide range of training available, and the manager makes good use of research-informed practice to help support staff to increase their knowledge.

The manager has good oversight through her own internal checks. She understands the strengths and areas for development in the home and makes good use of the recommendations from the external monitoring of the home by the independent person. However, the manager has not ensured that all serious incidents are notified to Ofsted in line with regulation. This means that the regulator does not have effective oversight of the home.

## **What does the children's home need to do to improve?**

### **Recommendations**

- The registered person should ensure that all serious incidents are notified to Ofsted in line with regulation. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that the children's home is homely. In particular, they should repair or replace the shower tray, the bath and the conservatory roof. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

### **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

## Children's home details

**Unique reference number:** 2556596

**Provision sub-type:** Children's home

**Registered provider:** Cambian Childcare Limited

**Registered provider address:** Metropolitan House, 3 Darkes Lane, Potters Bar  
EN6 1AG

**Responsible individual:** Louise Taylor

**Registered manager:** Sarah Preston

## Inspectors

Judith Birchall, Social Care Inspector

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